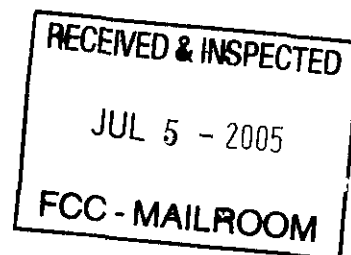


nordia

June 27, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW Room TW-B204
Washington, DC 20544

DOCKET FILE COPY ORIGINAL



RE: Nordia Inc. TRS, IP and Video Relay Service Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005

Docket # 03-123

Dear Ms. Dortch,

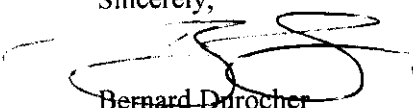
Nordia Inc. respectfully submits the summary of complaints alleging a violation of federal minimum standards as it relates to the provisioning of TRS, IP, and Video Relay Service. Nordia Inc., with the office at 255 Cremazie Est, Suite 400 Montreal, Quebec, Canada, H2M 1M2.

Nordia Inc. tracks and responds promptly to all consumer complaints and other customer service issues.

During the reporting period, Nordia Inc. registered the enclosed complaints.

Please feel free to contact Shirley Brathwaite (sbrathwaite@myrelay.com) or myself at 514-387-1285 with any questions regarding this summary.

Sincerely,


Bernard Durocher
Regional Call Center Director
Nordia Inc.

bdurocher@myrelay.com

No. of Copies rec'd 0+4
List ABCDE



TRS

RECEIVED & INSPECTED

JUL 5 - 2005

FCC - MAILROOM

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2004-12-05	CUSTOMER IS COMPLAINT OF "ELECTRONIC NOISE" OR "WHITE GIGGLES" WHICH APPEAR ON HER VCO SCREEN. SOMETIMES IS JUST AT THE BEGINNING OF A CALL. OTHER TIMES IT IS THROUGHOUT THE CALL. IT APPEARS AS LONG AND SHORT HORIZON AND VERTICAL LINES. CUSTOMER HAS ADD AND TUNNEL VISION SO THESE SYMBOLS ARE DISTURBING HER VISION. SHE HAS AN ALTERTECH PHONE, ABOUT 3 YEARS IS THEREFORE WONDERING IF THE TECHNOLOGY OF HER PHONE IS NOT COMPATIBLE WITH NORDIA'S TECHNOLOGY. DID NOT HAVE THE PROBLEM IN THE PAST WITH MCI. WHEN RETURNING CALL, PLS CALL IN THE AFTERNOON OR EVENING. KARINE DOLISCAT	2004-12-05	12-13-04: Spoke to customer. Advised that we are working closely with IT to resolve this problem. Apologised on behalf of Nordia for all the inconveniences this situation had caused her and invited her to call us back should the situation persist. Customer was happy to hear that we are working on the issue and added: "On a positive note; my girlfriends have been using the service and you guys are really fast, faster than the other providers".
2004-12-18	client complaint: "i dialed 1-866 for relay service, i get the operator, the operator dials my number for my mother, the connection must be made using VCO, the call is not getting through. It happened a couple times today and in the last week, it happened every time i call. It was ok before, my mother always used a vco and i have never had problems"	2004-12-18	I sent an email to the customer reassuring her that we are able to place VCO calls and that the calls should get through and invited her to contact us if the situation ever reoccurs.... Philippe Paulo TM
2004-12-20	I tried to call 711 this past saturday from 3am to 3pm. I tried again this morning and same rapid busy signal. My mother has had this vco phone for over a year, I call her all the time. I never have any problem at all getting the 711 operators. This morning I tried again and the operator said that it was very weird that I couldn't get through. I tried again this evening but I couldn't get through. I just could not believe I had such trouble. I'm out standing in the street using my cellphone, that's the only way I was able to get through.	2004-12-21	12/21/04 13:26: Called customer to advise that there are some technical issues with certain phone numbers that call 711 and that a fast busy can be heard on the line. In most cases these phone numbers are blocked, and she is able to get through on her cell phone as this isn't a blocked number. I told the customer that the phone company was currently working on the issue and that I would get back to her with an update as soon as I had one./Shelley Vassall TM
2004-12-21	(please note that the client called in on the DDTP STS-dedicated line -- 1-800-854-7784) Calls take very long because CA's don't understand properly. I don't like relay and i'd rather go back to speech to speech. The CA's even they ask me if i use a TTY, that's inappropriate. -- (please call back)	2004-12-21	Apologized, and thanked him for his patience and for using Nordia, told him we appreciate his business. Client was satisfied at the end of the call. Complaint closed Phil Paulo TM

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2004-12-29	The use of TTY service over the last few weeks has been extremely frustrating I would like to discuss the issues my entire family has experienced please call me during the day at 619 278 5454.	2004-12-29	Per customer, they weren't aware of the new service that went into effect Dec. 2-her brother had been calling a 1-800 number which no longer worked. Her (brother) called on x-mas day 3x and could hear his mother on the line but nothing was going through to the TTY except garbled characters from our end-he then made a call from a cell phone and the garble was then half and half (some letters, some characters from our end).When the brother calls 711 he can never get through no matter which number he calls from. When he calls, all he hears is the TTY machine but not the operator. His numbers are: cell-714-856-7420 home-805-695-0626 office-714-516-7055 I have given both the brother and his sister our dedicated VCO number and will get back to the brother as to what the issue is with his phone numbers. Shelley Vassall/Team Manager The mother's phone # is 714-779-1133
2005-01-27	The client complained because he said he was hung up on numerous occasions by a CA. He said that the CA called him "fun" and said that he used baby talk. The CA told him not to dial Nordia anymore. The client is very upset by this and he requested that we send him an update about the situation along with more Nordia rules. The calls were made on January 26th and January 27th at 16:00 est and 12:30 est respectively.	2005-01-27	An email will be sent to the customer with Nordia rules and call protocol.
2005-01-30	WHEN I CALLED CRS NORDIA NMBR 8918MCAME ON I ASKED HIM KINDALYPLS CHCEK THE NMBR562 5292651 BECAUSE I WAS HAVING PLM. HE PUT ME ON HOLD FOR A LONG WHILE NO RESPOND. I THEN TPYE"ARE UTHERE"TWICE AND STILL NO RESPOND. I HUNG UP AND REDIAL THE SAME PERSON CAME ON GAVE THE SAME NMBR I GOT THE SAME ATTITUDE THE SECOND TIME. THEN HUNG UP AND RE DIAL THE THRD TIME GOT THE SAME PERSON AND I INSULT HIM AND I HUNG UP .THE FOURTHTIME SAME ONE THEN I JUST HUNG UP AND U FINALLY COME ON GA I JUST WANT TO SAY THAT PERSISTANT RESPOND SHOULD BE GIVEN TO AoMAKESURE THAT I KNOW WHAT IS BEING HOLD RATHER PUT ME ON HOLD WITHOUT ANY RESPOND IF IN CASE OF AN EMERGENCY . THANKS GA	2005-01-30	Tried to contact customer tonight to thank him for his feedback and to ensure him that this CA 8918 will be throughly coached on telephone etiquette. Kyle MacIntosh TM (called client 3 times no answer or busy)Called customer, left message on answering machine. I will call again.02/08/05 I spoke to the customer and advised him that the operator he complained about had been coached about proper phone etiquette. the customer appreciated that we took care of his complaint and thanked me for the service. Camilo Pelaez TM

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-02-15	Karine Doliscat on behalf of Maria Fievre: Caller: OK THIS MORNING 5 MINS AGO I CALLED 711 THEN I GOT IT NORDIA CA 8834M THEN I TYPED IT THEN RUDE IS INTERRUPT FROM HIM NOT ME HI YOU ARE RUDE AS INTERRUPT SHAME ON U EXCUSE ME THEN CRS EXCUSE ME WOULD LIKE U TO DIAL QQ I SAY NEXT TIME STOP IT PLS QQ THEN CRS AM SORRY I CANT UNDERSTAND YOU ARE TYPING I THEN I SAY I WILL YOUR BOSS AS SUPRQERVISOR ABOUT U ARE VERY RUDE AS INTERRUPT TOO LATE AND TOO BAD FOR U U ARE HAVE TO BE POLITE IT THEN THEN I'LL DIALED BUT NOW U ARE AWFULLLLY JOB AS OBNOUS RPE THAT U!! (I TOLD TO 8843) THAT IS BAD BEHAVIOR.	2005-02-17	I took note of your complaints sir and I will make sure to have a discussion with CA # 8834
2005-02-18	The client wanted to know if it was possible for the operator to copy and paste a message in order for him to place a second call and have the exact same message available for the next call. I told him it was not possible but realized after that this would be possible to just cut and paste the message into the notepad for use on the next call. Camillo (TM) will follow up on this as he was present at the time of this complaint. Thank you !	2005-02-18	I sent an e-mail to the client, explaining that we are indeed able to leave the same text message in more than one answering machine, if the caller requests it, and if he or she does not hang up. I also apologized for any inconvenience that we may have caused. Camilo Pelaez, TM
2005-02-25	The operator did not ask me for information. She took the number but did not ask my name or who I was trying to call. She didn't answer as a Speech to Speech operator. I don't know why she didn't ask these things.	2005-02-25	Assisted the client in completing a call after this complaint was filed. Just to note, the operator did include in her notepad, the phone number to dial and yes to revoicing everything. The operator number is: 8853(f).Received @ 6:47pm. Will check to see if further action need to be taken. Kynara Lubin, TM. Tried to call the number above, but it's not correct- the next time the client calls us, I will speak with him-closing complaint-Shelley Vassall/TM
2005-03-02	the operator got answering machine and i did not disconnect before talking with me so the conversation got recorded on the answering machine.	2005-03-02	The client was told that the STS call set up doesn't allow the CA to disconnect the call. We apologized to to the client who requested a follow up to Anne Rousseau which was done. Linda for Alex.
2005-03-03	Opporator Number 38 Was not fluent in English and was messing up the call flow due to bad grammer etc. 835pm/1135pm	2005-03-09	Called the client and advised that our operator numbers start around 8000- she said she wasn't positive it was Nordia and would call her friend to see if they knew. I will also call the client back to see if she has verified whether it was in fact a Nordia CA- Shelley Vassall/TM



TRS

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-03-06	Supervisor call: conference call with Donna from SBC accessibility and the client. Caller says that when he dials 711 and he is answered by Sprint or MCI, the call is answered immediately. When he calls Nordia, it takes 1minute to 1 1/2 before he gets an answer from a CRS. The last Nordia CA he spoke to told him that the delay has to do with his connection with his residential service SBC, that SBC had block the caller from using Nordia and they must give him permission to get through faster. SBC was online to find out what they could do on their end to facilitate the communication. I told them that I could not confirm if it was because of SBC that it took so long but I would verify with the technical department. Verified callers 711 profile which he doesn't have. Also verified callers Nordia profile which also doesn't excite but callers said that he had created one in January	2005-03-07	I spoke to the client on 03/05/05 and advised him that we could not answer automatically his call on VCO, as our system could not recognize his number. The cause of this is that we cannot see his whole number, which, according to my knowledge, means that his number is blocked. I advised the client that he needed to speak to his phone provider if he wanted to unblock his number.
2005-03-20	The client has three specific requests: (1) When a party answers, don't introduce relay just type (2) when on hold, ask if continue to hold after 3 minutes (3) Ans. Mach: don't relay recording, just confirm number and type voice now, She states that the fact that we cannot enter this specific request means that we cannot meet her needs and that is unacceptable	2005-03-27	I explained to her that in our software has limited space to enter text instructions. I told her that I would get in touch with our technical department, to see if we can enlarge the notes field of our software. I advised her that I would keep her updated on the evolution of this case. Camilo Pelaez, TM.
2005-04-02	our operators are not correctly leaving messages on her answering machine. she thinks it's the lack of training and is just nordia this is happening with. she states she is contacting sacramento as well. she did not elaborate on this comment.	2005-04-06	notified her a tm would be in touch with her with in 48 hours. she said she would be away for 2 weeks. said it's up to us if we want to contact her.

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-06	<p>Name: Email: Re: Complaint</p> <p>immediately after dialing 6173494015 or any number, says \"call ended!\" Worked great yesterday. What gives?</p>	2005-04-06	<p>Dear client,</p> <p>On behalf of Nordia, I would like to thank you for using our Relay Service.</p> <p>There were some issues experienced by some customers earlier today. Please be reassured that after investigation, our systems are now fully operational.</p> <p>I would, however, like to know if this situation reoccurs. Your cooperation in this matter is greatly appreciated.</p> <p>Once again, thank you for using Nordia's California Relay Service.</p> <p>Regards,</p> <p>California Relay Service - Nordia</p>
2005-04-06	<p>Name: Email: Re: Complaint</p> <p>Few times I tried to dial to the operator but i got the message said it is ended without no reason or error message. What happened?</p>	2005-04-06	<p>Dear client,</p> <p>On behalf of Nordia, I would like to thank you for using our California Relay Service.</p> <p>There were some issues experienced by some customers earlier today. Please be reassured that after investigation, our systems are now fully operational.</p> <p>I would, however, like to know if this situation reoccurs. Your cooperation in this matter is greatly appreciated.</p> <p>Should you have any difficulties reaching our Relay Service when dialing 711, you can reach us directly on our toll free number 1-866-734-2888 and we will gladly relay your call.</p> <p>Furthermore, should you want to communicate with us again, you can do so as you've done, via email to customer care@myrelay.com or call us on our toll free customer care number 1-866-734-2833.</p> <p>Once again, thank you for using Nordia's California Relay Service.</p> <p>Regards,</p> <p>California Relay Service - Nordia</p>

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-09	<p>Name: Email: Re: Relay Call</p> <p>hello my name is Erin Wessler. I am very frustrated that everytime I am in middle reading on what my friends and my family says and I get hanged up by saying call hang up when my conversation is not done it is soo rude to end a session calls...</p>	2005-04-09	<p>Hello Client,</p> <p>I sincerely apologize for the discomfort that you fell about those situations. I can reassure you that this could be something that is out of our control. As you may already know the operators are required to be transparent and keep you inform at all time of what is going on, therefore if the called party hangs up, it is the operator obligation to relay that information and let you know. The operators are not allowed to disconnect on their own under any circumstances.</p> <p>Please be assure that we are very concern about this situation, if you feel this is a misbehavior from one of our operator, please send us an e-mail with the operator's number the date and time of the occurrence and we will undertake measure to correct the situation.</p> <p>My best regards,</p> <p>Customer Care Manager</p>
2005-04-12	The client complained that our CA's type very slow and that it is frustrating for him to have to repeat what he says. He asked to speak to a supervisor.	2005-04-12	TM Camilo Pelaez: I called the client and got his answering machine. I left a message introducing myself as a Team Manager for CRS Nordia. I advised the client that the supervisor of the CA would be made aware of the situation. All CAs are required to type 60 wpm. I also told him that I would be calling him back to speak to him directly, next week, when his message said he would be back.
2005-04-16	The client has a profile and he says that the e-mail address we have on file for him, according to what was written on the fax he received from us, is wrong. He says on the fax he received from us that there is a line between the @ and the next letter afterwards (s). I verified the e-mail address we have in the client's profile and what we have is indeed correct. I asked him to send an e-mail to Alex Lago to see if we would receive but we did not get it. Alternately, Alex sent him an e-mail and even though Alex got a confirmation that the message was delivered the client said he did not receive it. The client said he would send us a fax detailing the problem but from what I can see in our records everything is fine. I believe that it may be a technical issue with the client's e-mail program. Then again, it may be a bug in ours.	2005-04-22	I assured the client that I would inform our IT department and that they would take a look at the issue on Monday and he said that he was pleased. What he didn't like was the fact that it would only be taken care of on Monday though I explained to him that the IT people who take care of this type of problem are not available. I told him that we would look into what may be going wrong on our end and would get back to him once we have completed the investigation. Seeing as how there may be problems with e-mail at either end he would prefer to be notified of the results via fax. I did not get the caller's number unfortunately though he said that all his pertinent information would be on the fax.

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-18	<p>Name: Email: Re: Complaint</p> <p>I tried to used that relay call and keep telling me that something error so i do not know what wrong with it so i used that before work fine so now cannot get that so want to know why</p>	2005-04-18	<p>Dear ,</p> <p>On behalf of Nordia, I would like to thank you for using our Relay Service.</p> <p>There were some issues experienced by some customers earlier today. Please be reassured that after investigation, our systems are now fully operational.</p> <p>I would, however, like to know if this situation reoccurs. Your cooperation in this matter is greatly appreciated.</p> <p>We hope we were able to answer your questions today and thank you very much for your continued support and look forward in meeting your needs.</p> <p>Best Regards,</p> <p>Customer Care</p>
2005-04-19	<p>Name: Email: Re: Relay Call</p> <p>i tried to call butit seen not work relay call ? thank you</p>	2005-04-19	<p>Good Morning ,</p> <p>Would you be able to provide us additional details? We would need the number you were attempting to dial? So we can verify if this could be a technology problem at our end. What kind of problems did you encounter when you were trying to place your call, did you get an error message? Were you able to communicate with a CA at all?</p> <p>Any other information you could provide would be greatly appreciated.</p> <p>Thank you,</p> <p>Customer Care Team</p>
2005-04-19	<p>Name: Email: Re: Relay Call</p> <p>I TRIED TO MAKE RELAY CALLS, BUT IT DID NOT RESPOND. WHATS HAPPENING? I DID LOG ON AND WHEN I TYPED THE PHONE # IT BLANKED OUT !!! WHY?</p>	2005-04-19	<p>Good Morning,</p> <p>Would you be able to provide us additional details? We would need the number you were attempting to dial? So we can verify if this could be a technology problem at our end. What kind of problems did you encounter when you were trying to place your call, did you get an error message? Were you able to communicate with a CA at all?</p> <p>Any other information you could provide would be greatly appreciated.</p> <p>Thanks you,</p> <p>Customer Care Team</p>

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-19	<p>Name: Email: Re: Relay Call</p> <p>i tried to call but it seen not work relay call ? thank you</p>	2005-04-19	<p>Good Morning,</p> <p>Would you be able to provide us additional details? We would need the number you were attempting to dial? So we can verify if this could be a technology problem at our end. What kind of problems did you encounter when you were trying to place your call, did you get an error message? Were you able to communicate with a CA at all?</p> <p>Any other information you could provide would be greatly appreciated.</p> <p>Thanks you,</p> <p>Customer Care Team</p>
2005-04-20	<p>Name: Email: Re: Complaint</p> <p>Y IS IT THAT EVERYTIME I TRY TO MAKE A CALL, IT AUTOMATICALLY HAS SESSION ENDED, AND IT JUST STARTED DOING THIS. I HAVE BEEN USING THIS FOR QUITE A WHILE</p>	2005-04-20	<p>Dear client,</p> <p>On behalf of Nordia, I would like to thank you for using our Relay Service.</p> <p>There were some issues experienced by some customers earlier yesterday. Please be reassured that after investigation, our systems are now fully operational.</p> <p>I would, however, like to know if this situation reoccurs. Your cooperation in this matter is greatly appreciated.</p> <p>We hope we were able to answer your questions today and thank you very much for your continued support and look forward in meeting your needs.</p> <p>Best Regards,</p> <p>Customer Care</p>
2005-05-04	<p>want to complaint about ca 8919M the ca asked him several time (number to dial please Q) and he said the ca made a mistake and typed (dia) instead of (dial)</p>	2005-05-04	<p>I called the client on May 4th to explain to him that I was next to the CA as he handled his call. That the message we were getting from him gave an incomplete number to dial, and that we understood that he wanted to call DIA. That the CA and I understood that it was the name of a place, and we asked him to repeat the number. It seems that because of technical difficulties we were not able to understand each other. No one picked up the phone. left message Camilo Pelaez, TM</p>

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-05-15	8826f is bad job and lousy too why? I will explain it: I told 8826f is bad sense. I told them two numbers before bad job. If not there, have it answer machine is want to call residence number 805 884 6196 and he had cell phone too is 805 637 3576. So other name is xxxxxxx. His mom is deaf and so he working plumbing. So now CRS female is stupid ass. Why? Let me see paper rolls both numbers are not there have. It number for answering machine but CRS dialed 805 (same as I gave you) but dial is first number you gave me 825 884 6196 no!!! That CRS is ass dummy. I told them as before many times as numbers area code 805 not area code 825. And I told leave message call to 805 637 3576 answer machine with cell phone. So he has "but dial is first number you gave me 825 884 6196" No!!! That CRS is ass dummy. I told them as before many times as numbers area code 805 not area code 825. And I told leave message call to 805 637 3576 answer machine with cell phone so he has but I don't know? It is sad and cried at 8826f is bad and get out of working and fire also. I am lawyer c/o attorney, A.D.A. and my name xxxx	2005-05-15	TM in Charge, Shelly Morais, spoke with CA 8826f in relation to this complaint. CA 8826f assured me that she followed all procedures when placing her outbound calls, however, at times in the beginning was finding it a little challenging to understand what the caller was requesting of her. Two calls were placed outbound where she did leave a message on the same number that she had been requested to do so. She believes that there was some miscommunication on both parts and feels confident that she handled this call in a professional and customer oriented manner. After confirming with CA 8826f and taking the complaint, I as well can see where the mis-communication may have factored into this complaint. The CA assures that she will continue to confirm and validate when need be and keep the customer informed
2005-05-20	I got disconnected after reaching an answering machine (operator 9240) , then called back got a speech to speech (Male operator), that transferred me to relay (Male Operator), and then the relay operator transfered me back to a speech to speech operator (8830 Female)...wanted TM to send copy of this report to Ms. Anne Rousseau.	2005-05-21	I apologised for all the transfers that occurred on that call and I advised him that procedures would be reviewed with the staff on duty tonight to make sure that the callers don't get transferred unnecessarily and that they identify themselves at all times.
2005-12-05	The client has a nordia profile. Her main preference is to always have a FEMALE CA answer her call. However, this is very seldom respected. She is upset because she has called and logged this complaint before and nothing has changed. Furthermore, she feels the Male CA's she has asked to double check her preferences taunted her a bit saying they "couldn't read her mind". She is suggesting for nordia to have two dedicated lines, one to reach a female operator, one to reach a male operator. She hates always asking to be transferred.	2005-05-13	I apologized to the customer. I verified her profile and noted that she does in fact have a preference for a Female CA. I listened to her, and told her that if a female CA is not available she would go to the next available CA and that is why she is getting a male CA. We would ask her at that time or she would tell us if she wanted a female CA and we would transfer to an available CA. The goal is to answer her call within 3 seconds by a CA and that we do our best to make sure that her preference can be respected. She seemed satisfied of the resolution.

nordía

IP Relay Service

RECEIVED & INSPECTED

JUL 5 - 2005

FCC - MAILROOM

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-03-20	Esperaba un mejor servicio pero ya van dos veces que la operadora #8972 quiere tratarme con demasiada confianza, no sabe expresarse, su ortografía en español deja que desear y cuando quiero quejarme de ella con un supervisor me niega la petición diciendo que ella atiende lo que desee quejarme. Mi queja es sobre ella explícitamente y que espero que por favor los demás operadores de español no sean así porque sino donde está la ayuda para nosotros que tenemos impedimentos?	2005-03-20	<p>Señora, buenos días.</p> <p>Le pido nos disculpe por las molestias que le causamos.</p> <p>He hablado con la agente 8972, y he aclarado con ella qué elementos debe ella corregir, de tal forma que su servicio llene sus expectativas.</p> <p>Nuestro objetivo es que usted y todos nuestros clientes tengan una experiencia agradable y un servicio excelente cuando procesen sus llamadas con nosotros.</p> <p>La información que usted nos ha enviado es clave para que alcancemos ese objetivo.</p> <p>Atentamente,</p> <p>Camilo Pelaez Supervisor</p> <p>Customer Care 1711.com</p>
2005-03-25	This morning, at 11:14am, I attempted to place a call, at first requesting a female opr, and waited \"for the next available opr\" for 5 minutes, closed the window, changed pref for \"no preference\", and tried the call again. I waited a full 30 minutes for the \"next available opr\". I'm glad the service is popular, and I think it has several benefits over the other IP Relay services, but you MUST be prepared with sufficient STAFFING to handle the calls after the service goes \"public\".	2005-03-25	<p>Dear customer, Our objective is to have your call answered within 10 seconds. If an agent with the gender you have requested is not available you will be transferred to a cue for that gender. If an agent is not available within 10 seconds you will be transferred to the next available agent and it may not be the gender you specified. We staff with both male and female agents and will always do our best to meet your needs. Sincerely, i711 Support</p>



IP Relay Service

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-03-26	<p>Name: Email: Re: Complaint</p> <p>God -- didnt you even read my note ?????</p> <p>You obviously did not and you say you are happy to help when you never did. Not very good customer service.</p> <p>I told you earlier I am not able to make relay calls on your web site it never works. Why ?????? What do I need to do to fix this ??????</p>	2005-03-26	<p>Dear ,</p> <p>Thank you for taking the time to contact us. We do not have enough information to be able to address the issue. Can you please provide with the CA number and more specific information. We would be happy to address any issues or concerns you might have.</p> <p>We look forward to hearing from you again.</p> <p>Sincerely,</p> <p>Nordia Customer Care</p>
2005-04-01	<p>Name: Email: Re: Relay Call</p> <p>I COULD NOT FIND HOW HEARING PEOPLE CALLING ME THRU i711, WHAT NUMBER FOR THE HEARING PPL?</p>	2005-04-01	<p>Dear ,</p> <p>Thank you for your interest in www.i711.com!</p> <p>There is no phone number to contact people through the i711.com website.</p> <p>The service provided through this website is intended for people that make outgoing calls from the web to phones only.</p> <p>We will be glad to assist you if you have any further questions.</p> <p>Your comments and observations are always welcome!</p> <p>Kind Regards,</p> <p>i711.com Relay Service Customer care</p>



IP Relay Service

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-05	Name: Email: Re: Complaint I cannot place a relay call. Everything else on your site seems to work.	2005-04-05	Dear , Thank you for choosing to use i711.com! We will look into why you are unable to make a relay call and get back to you shortly with a response. Sincerely,
2005-04-08	Name: Email: Re: Complaint waiting for an operator for 15 min this is ridiculous compare to other relay fast	2005-04-08	Hello , We do apologize for the delay you experienced when using the i711.com Relay Service. We make every attempt to ensure that your calls are answered promptly and within a reasonable timeframe. We are unsure the delay in this particular scenario, but want you to feel confident that we will continue to ensure that all calls are answered within a timely fashion. Again thank you for your comment and your patience. i711.com Customer Care
2005-04-18	Name: Email: Re: Relay Call I understand how I can make a call, but what about receiving calls. Can someone call me using this i711.com site? If so, what number do I give them to dial me?	2005-04-18	Dear , Thank you for your interest in www.i711.com ! There is no phone number to contact people through the i711.com website. The service provided through this website is intended for people that make outgoing calls from the web to phones only. We will be glad to assist you if you have any further questions. Your comments and observations are always welcome! Kind Regards, i711.com Relay Service Customer care



IP Relay Service

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-19	<p>>Name: >Email: >Re: Relay Call > >i tried to call twice and it said call end that is all it seems not >working i called at 713 am in arizona thankyou</p>	2005-04-19	<p>>From: "Customer Care" <customer@myrelay.com> >To: <turkin@hotmail.com> >Subject: RE: Relay Call >Date: Tue, 19 Apr 2005 09:39:11 -0400 > >Good Morning , > > Would you be able to provide additional details, with both >attempts to place a call did you receive any other type of error >message? Were you able to communicate with a CA at all? If possible >would you be able to provide us the number you were attempting to dial >to verify if this could be a technology problem at our end. Any other >information you could provide would be greatly appreciated. > >Thank you, > >Customer Care Team</p>
2005-04-19	<p>Name: Email: Re: Complaint I'm not a fast typer so what I like to be able to do is pretype what I want to say in another program such as Microsoft Words and do a copy/paste between Words and i711 but it looks like I can't as I don't see a paste option in i711.com. Any suggestions?</p>	2005-04-19	<p>Dear , Thank you for choosing www.i711.com as your relay service provider. In order for you to copy/paste between "Microsoft Words" and www.i711.com, you will need to highlight you text from "Microsoft Words" and copy it using the "Microsoft Words" copy options (i.e. right click on your mouse, select copy or click on the icon called "Copy" or by entering CTRL + C on your key board. After you have copied your text, please go back to the www.i711.com page, make sure your cursor is located in the free flow area called "enter text"... and then use the "Microsoft Words" method to paste your text by entering "CTRL + V" on your key board. We hope that this information will answer your questions. If you need any further assistance please do not hesitate to email us back. Kind Regards, Customer Care - i711</p>



IP Relay Service

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-21	<p>From: Sent: April 21, 2005 2:30 PM To: Customer Care Subject: Relay Call</p> <p>Name: Email: Re: Relay Call</p> <p>What is the difference between tty and IM conversation style?</p>	2005-04-21	<p>Dear ,</p> <p>When you choose TTY style, your relay conversation will look and perform in a way that is very similar to a conversation you might have using a TTY. With this choice, words that you type will automatically show up on the operator screen without pressing the Enter key. The operator can voice these words to the party you're calling as they appear on their screen.</p> <p>When you choose IM style, words that you type will appear on the operator screen only when you pressed the Enter key. The message, similar to Instant Messaging (IM) will appear in "block" or after each time you will press the Enter key.</p> <p>TTY style instead of the IM style can reduce the delay of the relay.</p> <p>If you have any other questions or need any further assistance, please feel free to let us know.</p> <p>Sincerely, i711.com Customer Care</p>
2005-04-25	<p>Name: Email: Re: Complaint</p> <p>4/25/05</p> <p>...for waiting for almost 20 mins. for any one of stinky operators to begin relaying my call FUCK YOU BECAUSE YOU DESERVE IT, FUCKERS!!</p>	2005-04-26	<p>Dear,</p> <p>Thank you for your email.</p> <p>In regards to your call of April 26th, 2005, at 10:17 AM (EST), we do not know why your calls to i711 were not processed. Our systems were operational at the time of your call attempts and we did process numerous calls during that time period.</p> <p>We would, however, like to know in the future if this situation reoccurs again. Your cooperation in this matter is greatly appreciated.</p> <p>Thank you for using i711.com.</p>



IP Relay Service

Complaints - June 1, 2004 to May 31, 2005

Date	Description of the Complaint	Date of the Solution	Description of the Solution
2005-04-26	<p>Name: Email: Re: Complaint</p> <p>4/26/05</p> <p>damnit! i tried to use this stinky relay at 10:05 AM EST and none of the operator came on at all! what the hell is this?! it's now 10:14 AM and i'm still waiting for a stupid operator to come on the line! and you said i711.com is better than the other relay services!? hell, no! fix your shit or else we're going to forget this and go to other services! damnnit!</p>	2005-04-26	<p>Dear,</p> <p>Thank you for your email.</p> <p>In regards to your call of April 26th, 2005, at 10:17 AM (EST), we do not know why your calls to i711 were not processed. Our systems were operational at the time of your call attempts and we did process numerous calls during that time period.</p> <p>We would, however, like to know in the future if this situation reoccurs again. Your cooperation in this matter is greatly appreciated.</p> <p>Thank you for using i711.com.</p>
2005-04-26	<p>From: Sent: April 25, 2005 7:40 PM To: Customer Care Subject: [i711] Relay Call</p> <p>Name: Email: Re: Relay Call</p> <p>I call 2 weeks ago and it was working but today I try to use it and I got the pop up block why?? how can I get rid if it ? if it's not working the relay can I cancelled it ?? thanks</p>	2005-04-26	<p>Dear ,</p> <p>Thank you for your email.</p> <p>There were some issues experienced by some customers on April 25th, 2005. Please be reassured that after investigation, our systems are now fully operational.</p> <p>I would, however, like to know if this situation reoccurs. Your cooperation in this matter is greatly appreciated.</p> <p>We hope we were able to answer your questions today and thank you very much for your continued support and look forward in meeting your needs.</p> <p>Thank you for using i711.com.</p> <p>Sincerely,</p> <p>i711 Support</p>